

— STREAMLINING GOVERNMENT COMMISSION —

Streamlining Worksheet



LOUISIANA DEPARTMENT OF ENVIRONMENTAL QUALITY

Bobby Jindal
Governor

Harold Leggett, Ph.D.
Secretary

Department name: Louisiana Department of Environmental Quality (DEQ)

State in one sentence the core business of your department: To provide service to the people of Louisiana through comprehensive environmental protection in order to promote and protect health, safety, and welfare while considering sound policies regarding employment and economic development.

OFFICE OF THE SECRETARY (OSEC)

OSEC/Communications (FY09 expenditures: \$293,428)

- 1. Program name:** Office of the Secretary/Communications
- 2. Outcome addressed by this program:** Solid media coverage; News partnerships; Professional materials featuring a consistent look; and Educational/informational Campaigns
- 3. How many members of the public are directly involved in or affected by this program:** All citizens are affected by the activities of the communications division. Through the campaign aspect of the job, we hope to reach as many people as possible to educate the public concerning particular issues. It is our ultimate goal for everyone to be aware of and/or have participated in DEQ campaigns.
- 4. Measure used to determine success:** Our performance indicator is based on the number of media calls we receive and respond to. We respond to all, so the success rate is good by indicator standpoint.
- 5. Level of success during each of the last three years:** We have met our expectations in the last several years.
- 6. The societal issue addressed by this program is getting *better*, *remaining static*, or *deteriorating*:** Better and continuing to improve.

OSEC/Criminal Investigation Division (CID) (FY09 expenditures: \$486,033)

- 1. Program name:** Office of the Secretary/Criminal Investigation Division (CID)
- 2. Outcome addressed by this program:** La. R. S. 30:2025 (F)(4), requires the Department to notify and refer information to the appropriate district attorney when an environmental crime may have occurred. By investigating environmental crimes which may lead to criminal prosecutions, CID serves as a deterrent and increases public awareness. Deterrence and public awareness only serve to make the Department's civil enforcement and surveillance programs stronger and more effective which directly supports the Department's mission to protect human health and the environment.

3. **How many members of the public are directly involved in or affected by this program:** Because this Division functions as the law enforcement component of the Department with a direct impact on environmental issues, all citizens of the state are ultimately affected by its performance.
4. **Measure used to determine success:** The key performance indicator for the Division is the percent of criminal cases referred to CID that are properly forwarded to the appropriate district attorney. The general performance indicators include:
 - Number of administrative cases assisted
 - Number of administrative referrals
 - Number of criminal investigations assisted
 - Number of criminal investigations conducted
5. **Level of success during each of the last three years:** A review of performance indicators for the past three years indicates the Criminal Investigation has met its goal of 95% for the percent of criminal cases referred to investigations that are properly forwarded to the appropriate district attorney. The numbers of referrals to district attorneys have increased from the previous year along with a marked increase in criminal fines, probation, and restitution.
6. **The societal issue addressed by this program is getting better, remaining static, or deteriorating:** The societal issue addressed by this program is deteriorating. All environmental crimes are essentially crimes of money. A basic premise for environmental crime is that its costs individuals and businesses more to comply with environmental laws than individuals or businesses who operate illegally.

OSEC/Legal Affairs Division (FY09 expenditures: \$3,099,629)

1. **Program name (office/division name):** Office of the Secretary/Legal Division
2. **Outcome addressed by this program:** The Legal Division strives, through legal consultation, advice, opinion, and representation, to ensure that agency decisions and promulgation of regulations are made with consideration of all applicable laws and regulations, in the proper channels of government, with proper documentation, are legally sustainable if challenged, and issued in such a way as to afford due process of law (e.g., notice and opportunity for public comment/hearing) to all affected/interested parties. When enforcement of environmental laws, including collection of fees and penalties, is necessary, Legal Division staff takes appropriate legal action.
3. **How many members of the public are directly involved in or affected by this program:** This division acts in a support role to the various Offices of the department.
4. **Measure used to determine success:** The Legal Division uses a number of tools to measure success. Prior to FY 10, the Legal Division used one legislative indicator to gauge success, percent of referrals for which an initial legal opinion is prepared within 30

working days of receipt. Beginning FY 10, the division added another legislative indicator to better measure its success: % of decisions sustained after legal challenge.

5. **Level of success during each of the last three years:** The legal division has exceeded its target percentage (95%) of providing an initial legal opinion or other response within 30 working days of receipt of a referral in each of the last three years.
6. **The societal issue addressed by this program is getting better, remaining static, or deteriorating:** The public and interested parties are receiving improved assurance that agency decisions and promulgation of regulations are made with consideration of all applicable laws and regulations, in the proper channels of government, with proper documentation, are legally sustainable if challenged, and issued in such a way as to afford due process of law (e.g., notice and opportunity for public comment/hearing) to all affected/interested parties. The Legal Division strives to continually improve its provision of legal services to the Department. Measurement and specificity of performance indicators is an important part of that improvement.

OSEC/Business and Community Outreach Division (FY 09 expenditures: \$2,270,227)

1. **Program name:** Office of the Secretary/Business and Community Outreach Division
2. **Outcome addressed by this program:** Environmental Protection and Economic Development
3. **How many members of the public are directly involved in or affected by this program:** Statewide
4. **Measure used to determine success:**
 - Number of CWSRF Loans Disbursed to Municipalities Statewide
 - Dollar Value of CWSRF Loans Disbursed to Municipalities Statewide
 - Number of Parishes Served with CWSRF Loans
 - Number of Local Government Front-Loading Visits Completed Statewide
 - Number of Enviroschool Sessions Completed statewide
 - Number Community Residents Trained and Educated in Environmental Topics Statewide
 - Number of Small Businesses Assisted and Brought Into Regulatory Compliance Statewide
 - Amount of Pollutants Eliminated due to Voluntary Efforts by Business and Industry Enrolled in the LDEQ Environmental Leadership Program
5. **Level of success during each of the last three years:** Exceeded
6. **The societal issue addressed by this program is getting better, remaining static, or deteriorating:** Better

OFFICE OF ENVIRONMENTAL COMPLIANCE (OEC)

OEC/Surveillance (FY 09 expenditures: \$11,695,684)

1. **Program name:** Office of Environmental Compliance/Surveillance Division
2. **Outcome addressed by this program:** Percentage of facilities inspected by category (media type: air, water, hazardous and solid waste)
3. **How many members of the public are directly involved in or affected by this program:** All citizens are affected by the activities conducted by the Surveillance Division related to environmental matters
4. **Measure used to determine success:** A selected number of facilities are chosen each year for inspection as a percentage of a specific media's universe.
5. **Level of success during each of the last three years:** Inspection goals for the various media have been met the last 3 years.
6. **The societal issue addressed by this program is getting better, remaining static, or deteriorating:** Louisiana's environment is getting better due to the division's activities ensuring compliance with state and federal environmental regulations. One area that remains static and requires more team efforts between DEQ and parishes and municipalities is solid waste (garbage, litter, unauthorized dumping).

OEC Enforcement (FY 09 expenditures: \$4,436,732)

1. **Program name:** Office of Environmental Compliance/Enforcement Division
2. **Outcome addressed by this program:** The goal of the Enforcement Division is to ensure compliance with state and federal environmental laws and regulations within the state of Louisiana to protect public health and the environment.
3. **How many members of the public are directly involved in or affected by this program:** Every citizen, business, and industry in the state of Louisiana is either directly involved or affected by the program.
4. **Measure used to determine success:** The Enforcement Division measures its rate of success through timely and appropriate issuance of enforcement actions and tracking of the enforcement action to closure or resolution. The Enforcement Division also measures its rate of success through participant feedback from the Compliance Schools.
5. **Level of success during each of the last three years:** The Enforcement Division has met and/or exceeded our federal and legislative performance indicator in the past three

years. The Enforcement Division has also exceeded its initial expectations of the compliance schools through participant feedback about the schools.

6. **The societal issue addressed by this program is getting better, remaining static, or deteriorating:** The Enforcement Division believes the societal issues addressed by the enforcement program has been getting better in the past five years through ongoing pointed initiatives and/or programs.

OEC Emergency and Radiological Services Division (FY 09 expenditures: \$4,127,469)

1. **Program name:** Office of Environmental Compliance/ Emergency and Radiological Services Division
 - Radiation Licensing and Compliance Program (RAD),
 - Radiation Emergency Planning and Response Program (REP&R),
 - Chemical Emergency Response Section (ER),
 - Chemical Accident Prevention Program (CAPP),
 - Internal Hazardous Operations Training (OHSA),
 - Single Point of Contact Section (SPOC)
2. **Outcome addressed by this program:** RAD provides for the complete regulation of radiation sources and instruments, and ensures that the proper use of ionizing radiation provides for the safety of workers, citizens and the overall environment, statewide. REP&R provides "Reasonable Assurance" of public protection from radiation hazards associated with radiological emergencies in the form of a release of radiation. ER provides immediate response to accidental releases of chemicals to the air, water and soils for the purpose of providing environmental monitoring and to oversee the mitigation, remediation and disposal activities related to these releases after the emergency to protect public health and the environment, statewide. This section also investigates chemical dumpings, citizen complaints and supports the activities of the REP&R section. CAPP audits facilities to prevent accidental releases of chemicals to the air and to minimize consequences of such releases. SPOC provides for the primary administrative support function of collecting notifications of spills, releases, citizen complaints and all incoming documentation that is logged into a database system and distributed to respective personnel for the purposes of response or investigation.
3. **How many members of the public are directly involved in or affected by this program:** RAD affects all citizens of this state such as recipients of x-ray radiation. There are more than 15,000 licensed x-ray machines. The commercial application of radioactive material sources (RAM) occur primarily in business and industrial workplaces. There are more than 500 facilities licensed to use RAM. Some facilities have more than 300 sources on their license. REP&R affects all citizens living within a 50 mile radius of a nuclear power plant, travelling on roadways, or happen to be in close proximity to radioactive materials that has been involved in a traffic accident. Any citizen in the proximity of radioactivity that has been stolen, improperly disposed of, or is

involved in a terrorist incident. The ER provides service to all citizens of the state by responding to emergency incidents located in facilities, roadways, waterways, pipelines and to private residences both urban and rural. This section supports the response efforts of the Louisiana State Police, local law enforcement and local fire departments. There are approximately 370 facilities regulated by the Chemical Accident Prevention Program (CAPP). The worst case scenarios developed for offsite consequence analysis can range up to a 25 mile radius around some facilities. The respective population density around these facilities can vary so there is not a precise figure for the number of citizens that would be impacted. It would be safe to estimate several hundred thousand statewide based upon the number of facilities regulated. The Internal Hazardous Operations Training (OHSA HAZWPR Training) has been in place for the last ten years for the purpose of providing 8-hour and 24-hour safety training to all DEQ personnel in compliance with OHSA and Risk Management standards. SPOC handles more than 7000 notifications annually. At a minimum, this would relate to the same number of clients or better. The function of this section is critical to the operation of all the other functions in the Emergency and Radiological Services Division.

4. **Measure used to determine success:** RAD section must process 100% of all permit applications and modifications within 30 days upon receipt. This section must inspect at least 90% of the Radiation License holders annually. REP&R must demonstrate its effectiveness by completing 100% of the scheduled nuclear power plant drills and exercises that occur regularly through the year. The ER most prominent measure of success is that there is a constant request by state and local law enforcement agencies for the response and support provided by the ER responders. The CAPP auditor's objective is to perform a minimum of one inspection per week. The OHSA Instructor must complete 100% of the 8-hour and 24-hour training classes that are scheduled. The SPOC must receive, log and distribute all incoming notifications within 24 hours or 1 hour depending upon priority handling.
5. **Level of success during each of the last three years:** The RAD Program has consistently met and exceeded the established annual performance goals and have been recognized by the Nuclear Regulatory Commission in 2008 for these accomplishments. The REP&R Program has consistently met the established annual performance goals and must meet the constant scrutiny of the Federal Emergency Management Administration (FEMA). The ER responders accomplished 100% of its assignments in a timely manner meeting expectations. The CAPP auditors accomplished 100% of its assignments in a timely manner meeting expectations. The OHSA Instructor accomplished 100% of his assignments in a timely manner meeting expectations. The SPOC consistently meets its performance indicator.
6. **The societal issue addressed by this program is getting better, remaining static, or deteriorating:** The societal issue of maintaining public safety and protecting the environment by all six programs can be judged to be static.

OFFICE OF ENVIRONMENTAL SERVICES (OES)

OES Air Permits Division (APD) (FY 09 expenditures: \$4,187,466)

1. **Program name:** Office of Environmental Services (OES)/Air Permits Division (APD)
2. **Outcome addressed by this program:** The APD maintains and protects Louisiana's environment and natural resources by conducting comprehensive technical evaluations of incoming air permit applications and by preparing air permits that are protective of human health and the environment.
3. **How many members of the public are directly involved in or affected by this program:** All citizens of the State of Louisiana are affected by the work of the APD, particularly those living in the vicinity of sources of air emissions.
4. **Measure used to determine success:** LDEQ's FY08-09 Operational Plan's performance indicator for OES is to "provide high quality technical evaluations and take final action on 80% of the applications received for new facilities and substantial modifications within established timeframes" (i.e., 300 processing days).
5. **Level of success during each of the last three years:** APD, as part of the OES, met its operational plan goals for the last 3 years.
6. **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:** Air quality within the State of Louisiana is improving. For example, reported emissions of nitrogen oxides (NO_x), carbon monoxide (CO), volatile organic compounds, and toxic air pollutants (TAP) have decreased substantially over the last ten years. Further, the Baton Rouge Nonattainment Area recently achieved compliance with both the 1-hour ozone National Ambient Air Quality Standard (NAAQS) of 0.12 part per million (ppm) and the 1997 8-hour ozone NAAQS of 0.80 ppm.

OSEC Water Permits Division (FY 09 expenditures: \$2,843,383)

1. **Program Name:** Office of Environmental Services/Water Permits Division
 - Louisiana Pollutant Discharge Elimination System (LPDES) Program
 - Louisiana Water Quality Certifications (WQC) Program
 - Louisiana Biosolids Program
2. **Outcome addressed by these programs:** **LPDES** - The control of pollutants discharged to waters of the State of Louisiana which includes: LPDES Water Permitting (regulating discharges to waters of the state); Biosolids Program (certifying and permitting haulers, treatment facilities and disposers of sewage sludge); Pretreatment Program (regulating discharges into sewer treatment plants).

3. **How many members of the public are directly involved in or affected by this program:** Each and every individual within the State of Louisiana and companies who choose to do business in the state are directly affected by this program.
4. **Measure used to determine success:**
 - **EPA/LDEQ Performance Partnership Grant Standards-** LDEQ must issue and re-issue timely, effective LPDES permits. EPA has established both individual numerical targets and overall aggregate program permit issuance percentages which must be achieved annually.
 - **LDEQ Operational Plan - Performance Indicators** - LDEQ is required to issue 86% of water permit applications received for new facilities and substantial modifications within 300 days.
5. **Level of success during each of the last three years:** Water Permits Division exceeded all Performance Partnership Grant and Operational Plan requirements, goals and standards during each of the last three years. The WQC Section of Water Permits Division does not have PPG or Operational Plan requirements. However, during the past fiscal year, the WQC Section processed all NODs w/in 30 days, and issued all WQC decisions w/in 60 days after receipt of complete applications.
6. **The societal issues addressed by this program are getting better, remaining static, or deteriorating:** The societal issues addressed by this program are getting better as evidenced by an expanding universe of regulated and non-regulated activities, such as increased coverage of previously un-permitted discharges and dischargers, and the associated improvement in water quality statewide due to expanded monitoring, sampling and treatment protocols embedded in these new LPDES permits.

OSEC Waste Permits Division (FY 09 expenditures: \$3,110,241)

Hazardous Waste Permits

1. **Program name:** Office of Environmental Services/Waste Permits Division
 - Hazardous Waste Permits under Subtitle C of the Resource Conservation and Recovery Act (RCRA)
2. **Outcome addressed by this program:** Protection of human health and the environment by ensuring the safe treatment, storage, and disposal of hazardous waste.
3. **How many members of the public are directly involved in or affected by this program:** All citizens of the State of Louisiana are affected by the work of the Waste Permits Division.
4. **Measure used to determine success:** DEQ Operational Plan measures success by the percentage of permit applications that receive a permit decision with 300 days of receipt by

the DEQ. Performance Partnership Grant (PPG) commitments to the United States Environmental Protection Agency (USEPA) measure success by the number of permit decisions issued during the federal fiscal year.

5. **Level of success during each of the last three year:** 2007 and 2008: Not met; 2009: Met
6. **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:** Getting better (Each year a larger percentage of the regulated facilities are being brought into compliance with current regulatory requirements.)

Solid Waste Permits

1. **Program name:** Office of Environmental Services/Waste Permits Division
 - Solid Waste Permits under Subtitle D of the Resource Conservation and Recovery Act (RCRA)
2. **Outcome addressed by this program:** Protection of human health and the environment by ensuring the safe treatment, storage, and disposal of solid wastes by establishing specific requirements that must be followed when managing those wastes.
3. **How many members of the public are directly involved in or affected by this program:** All citizens of the State of Louisiana are affected by the work of the Waste Permits Division.
4. **Measure used to determine success:** LDEQ Operational Plan measures success by the percentage of permit applications that receive a permit decision with 300 days of receipt by the LDEQ.
5. **Level of success during each of the last three years:** Not met. The Department has established a stakeholder team to update the solid waste program. This will include a complete re-write of the solid waste regulations and the utilization of general permits and regulatory permits to further streamline the solid waste permitting process
6. **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:** Getting better (Each year a larger percentage of the regulated facilities are being brought into compliance with current regulatory requirements.)

OSEC Permit Support Services Division (PSSD) (FY 09 expenditures: \$3,035,002)

1. **Program name:** Office of Environmental Services/Permit Support Services Division
 - Public Participation Program
 - TEMPO Support Services
 - Permit Application Administrative Review Program

- Asbestos and Lead Notification and Accreditation Programs
 - Hazardous Waste Generators, Transporters, and Treatment, Storage, and Disposal (TSD) Facilities Notification Program
 - Biennial Hazardous Waste Reports (BRS) for Annual Hazardous Waste Reports
 - Solid Waste Certified Operators Program
 - Sewage Sludge Transporter Registration Program
 - Solid Waste Industrial Generators and Transporters Notification Program
 - Louisiana Environmental Laboratory Accreditation Program (LELAP):
2. **Outcome addressed by this program:** The results of the permit support activities performed by this division serve the outcome of the OES Air, Water, Solid and Hazardous Waste Permit Programs. The support activities assure that all incoming documents are handled properly, electronic database tools are maintained for accuracy, and all required publication of permit activity is fulfilled. The training and notification programs ensure that the public is provided with individuals that have been properly trained in the various disciplines. The notification programs provide the agency with the opportunity to assess activities that have a high potential for public exposure. The reporting programs ensure that the public, LDEQ and EPA have accurate records of Hazardous Waste activities in the state. The LELAP program processes applications and issues Certificates and Scope of Accreditation to Laboratories and Stack Testing Facilities, also Assessments are performed to ensure quality assurance and quality control of analysis collected for environmental purposes.
3. **How many members of the public are directly involved in or affected by this program:** The number of individuals served by these programs is highly variable depending on the location, size and type of facility being permitted; however, all citizens of the state may be affected.
4. **Measure used to determine success:** Our measure of success is determined by the timely and accurate delivery of service to the programs we serve. Success is measured by tracking the duration to issue permits. Other programs are measured by meeting business process timelines associated with the following:
- Issuance of Primary Scope of Accreditation
 - Issuance of Secondary Scope of Accreditation
 - Performing Assessments
 - Issuance of Assessment Report
 - Reviewing Corrective Action Plan
5. **Level of success during each of the last three years:** The service to the OES permit programs have exceeded all commitments for the past three years.
6. **The societal issue addressed by this program is getting better, remaining static, or deteriorating:** The societal issue addressed by these programs are improving.

OFFICE OF ENVIRONMENTAL ASSESSMENT (OEA)

OEA Water Quality Analysis Division (WQAD) (FY 09 expenditures: \$6,615,192)

1. **Program name:** Office of Environmental Assessment/Water Quality Assessment Division
2. **Outcome addressed by this program:** The current Strategic Operational Plan for 2008-2013 contains two outcomes identified for this division's activities: 1) Percent of community water systems that are protected, and 2) Percent of watershed management plans implemented to reduce non-point source pollution.
3. **How many members of the public are directly involved in or affected by this program:** There are 1070 community water systems in the state, which represents approximately 97.7% of all public water systems. Approximately 4.9 million people are served by these systems, according to current data derived from the DHH Safe Drinking Water Program. At present, 42%, or 450 community water systems representing approximately 3.7 million people, are protected through Performance Indicator 1 above.

Nonpoint source pollution occurs in all watersheds of the state. Therefore all citizens (4.4 million, US Census Bureau, July 2008) of the state are potentially involved in or directly affected by watershed management plans as the number of watersheds benefiting from planning increases.

4. **Measure used to determine success:** For Performance Indicator 1): The WQAD, either directly or through enabling the community water system users, identifies threats to sources of drinking water and develops strategies for the protection of their drinking water source(s) from identified threats. For Performance Indicator 2): The WQAD uses federal and state resources to promote local efforts that reduce nonpoint sources of pollution through implementation of watershed management plans
5. **Level of success during each of the last three years:** Performance Indicator 1 has met the stated goals each year since installation as an operational plan indicator. The current year goal was 42% and that goal was met. The prior year's goal was 38% and that goal was also met. This activity was not in place as a Performance Indicator prior to FY 2008-09, but the activity has resulted in annual increases of populations protected. Performance Indicator 2 is new this year and the level of success of meeting stated goals in the Operational Plan has not yet been calculated.
6. **The societal issue addressed by this program is getting better, remaining static, or deteriorating:** In the case of both indicators, the societal issue is getting better. The number of communities that are protected through the efforts of drinking water source protection is increasing annually in pace with strategic operational plan goals. The

number of watershed management plans developed and implemented is also increasing annually.

OEA Air Quality Analysis Division (AQAD) (FY 09 expenditures: \$6,881,857)

1. **Program name:** Office of Environmental Assessment/Air Quality Assessment Division (AQAD)
2. **Outcome addressed by this program:** This program is responsible for administering rules that ensure federal air quality standards as outlined in the Clean Air Act are achieved. The program provides for a statewide air monitoring network as well as related air quality assessing functions that are designed to protect human health and the environment.
3. **How many members of the public are directly involved in or affected by this program:** This program addresses air quality standards that protect the entire population of the state of Louisiana.
4. **Measure used to determine success:** The main measure of our success evaluates how effective we are at collecting air quality measurements and making that information available to the public and to EPA.
5. **Level of success during each of the last three years:** Exceeded
6. **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:** One of the big success stories is that air quality across Louisiana is the best it has ever been. The Baton Rouge area met the ozone standard at the end of 2008, which is something the area worked towards for almost 30 years. Across the state, we continue to meet all for the state and federal standards for toxic air pollutants. As a result, the societal issue addressed continues to get better.

OEA Remediation Services Division (RSD) (FY 09 expenditures: \$7,349,580)

1. **Program name:** Office of Environmental Assessment/Remediation Services Division (RSD)
2. **Outcome addressed by this program:** The outcome of this program is protection of the public and the environment from uncontrolled hazardous substances and hazardous wastes in the environment at abandoned properties and at active facilities, and the restoration of land and other natural resources.
3. **How many members of the public are directly involved in or affected by this program:** Anyone who may be exposed to uncontrolled contamination and anyone who is associated with or responsible for contaminated properties or facilities may be directly involved in or affected by this program.

4. **Measure used to determine success:** RSD performance indicators measure progression of site remediation toward completion of site cleanups. This includes measuring completed reviews of investigative and corrective action work plans and measuring directed implementation of these work plans.
5. **Level of success during each of the last three years:** This program has met its objectives for the last three years and has met or exceeded almost all indicators for each of the last three years.
6. **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:** Societal issues related to this program are improving due to promotion of environmental stewardship and resulting improvements to the economy and quality of life throughout the state.

OEA Underground Storage Tank Division (UST) (FY 09 expenditures: \$4,418,771)

1. **Program name:** Office of Environmental Assessment/Underground Storage Tank Division (UST)
2. **Outcome addressed by this program:** The outcome of this program is the protection of the public and the environment from existing and future petroleum leaks from underground storage tanks/systems at fuel stations.
3. **How many members of the public are directly involved in or affected by this program:** Anyone that visits or lives near a gas station.
4. **Measure used to determine success:** The main UST Performance Indicator reads “Percent of registered underground storage tank sites inspected”. These inspections are designed to assure that all gas stations are operating within the state and federal standards to assure that petroleum leaks from these systems are prevented, minimized, and/or discovered quickly in order to minimize impacts to the public and the environment.
5. **Level of success during each of the last three years:** Exceeded
6. **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:** Due to the Underground Storage Tank Program, system leaks are either prevented and/or detected quicker, contaminant plumes are smaller, and contaminated sites are identified and cleaned up, thus reducing and minimizing exposure to the public and the environment. As a result, the societal issue addressed is better.

OFFICE OF MANAGEMENT AND FINANCE (OMF)

OMF Human Resources (HR) (FY 09 expenditures: \$970,252)

1. **Program name:** Office of Management and Finance/ Human Resources Division
2. **Outcome addressed by this program:** Percentage of completed business transactions. Personnel/business transactions are:
 - Personnel Action Requests
 - Requests to Fill
 - Transactions processed in ISIS
 - Family and Medical Leave Requests
 - Insurance enrollments
 - New Hire Sign ups
 - Workers Compensation reports
 - Prior Payroll Adjustments
 - Applications processed
 - Job Posted
 - Recruitment Trips
 - PPR's received
 - Drug Tests Administered
 - Annual Physicals received
 - Letters of Instruction/Disciplinary Actions written
 - Job Descriptions written/processed
3. **How many members of the public are directly involved in or affected by this program:** This division acts in a support role to the various Offices of the department.
4. **Measure used to determine success:** Total number of personnel and related actions processed. Actions are monitored for accuracy, completeness, and effectiveness.
5. **Level of success during each of the last three years:** Exceeded. HR has continually maintained its core HR functions in addition to an increase in program responsibilities while maintaining the same number of HR staff. HR continues to provide effective and efficient support and resources to the agency in order to fulfill the mission of the department.
6. **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:** Not Applicable

OMF Fiscal and Administrative Services (FY 09 expenditures: \$29,384,411)

1. **Program name:** Management & Finance/Financial and Administrative Services Division

2. **Outcome addressed by this program:** The outcome is the total amount of business transactions processed. The Financial Services Division provides support and services for the department in the following areas:
- Accounts Payable
 - Procurement of Goods & Services
 - Accounts Receivable
 - Cash Management
 - Budget & Expenditure Control
 - Financial Statements
 - Billing & Invoice Management
 - Federal Grant Processing and Reporting
 - Contract Processing and Management
 - Revolving Loan Financial Processing
 - Property & Inventory Control
 - Telecommunication Management
 - Risk Management (Property & Vehicle Loss)
 - Audit Services
 - Vehicle Fleet Management
 - Underground Storage Tank Trust Fund Reimbursement Processing
 - Waste Tire Program Fund Management & Manifest Control
3. **How many members of the public are directly involved in or affected by this program:** This division acts in a support role to the various Offices of the department.
4. **Measure used to determine success:** Our performance indicator measures the percentage of completed business transactions of those received by this program. Our goal is 100%.
5. **Level of success during each of the last three years:** The level of success of the program exceeded expectations over the last three years. There have been no audit findings during these last three years, and staff has also been involved in Hurricane expenditure reporting, working with FEMA and Governor's Office of Homeland Security.
6. **The societal issue addressed by this program is getting *better*, *remaining static*, or *deteriorating*:** Not Applicable

OMF Information Services Division (FY 09 expenditures: \$10,572,113)

1. **Program name:** Office of Management and Finance/Information Services Division
2. **Outcome addressed by this program:** Technical Support / Online Services / e-Business. Through the use of technology we continue to provide both DEQ employees and the public better access to agency data, and improved tools to enable the agency to more efficiently fulfill its mission.

3. **How many members of the public are directly involved in or affected by this program:** The information made available through the agency's web pages, and public records request are routinely accessed by industry, environmental groups, and concerned citizens. Although the exact number of unique individuals is unknown, the total number of public record request and hits on the web page is very large and this number increases every month.
4. **Measure used to determine success:** Customer satisfaction surveys
5. **Level of success during each of the last three years:** Met – Each year the customer satisfaction surveys show a very high level of satisfaction with the services provided.
6. **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:** Getting Better – Each year we increase the online services provided to the public, and improve the tools available to the staff.